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## REPORT / SUMMARY DECISION SHEET

**PURPOSE: COMMISSIONER DECISION – REF. Surgeries Review 2013**

**Timing:** Pressing

**Title:** PCC's Public Surgeries

**Category of Decision / Business Area Impact:** Primary Legislation – giving a voice to the public.

**Executive Summary:** As part of his Community Engagement Strategy, the PCC has held eight surgeries, directly meeting 30-40 members of the public. Action points have been noted and fulfilled. Is there a more effective way to engage directly with members of the public who have specific concerns and ideas?

### Recommendation:

The Commissioner is asked to approve

- The development of a formalised Community Engagement Strategy to be reviewed annually
- The planning and evaluation of a 12-month programme of surgeries to:
  - equitably cover population, times/days,
  - to hit key areas not yet featured eg Ammanford, Cardigan, Newcastle Emlyn, and
  - to reflect innovative surgery formats from other PCC offices
- Improved promotion, recording and follow-up activity
- A PR campaign asking the Dyfed-Powys public: "How would you most like to meet the PCC?"

### Chief of Staff

I have been consulted about the proposal and confirm that financial and legal advice have been taken into account in the preparation of this report. I am satisfied that this an appropriate request to be submitted to the Commissioner.

**Signature:**

**Date:** 02/10/2013

### Police and Crime Commissioner for Dyfed-Powys

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the NOLAN Principles for Conduct in Public Life. The above has my approval.

**Signature:**

**Date:** 02/10/2013

**Public Access to Information. Suitable for publication under the FOI Act 2000?**

Yes





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POLICE AND CRIME  
COMMISSIONER

## Report of Andy Pearson to Christopher Salmon

### Surgeries Review 2013

#### 1. Purpose of Report

As part of OPCC's public engagement function, PCC Surgeries have been held throughout Christopher Salmon's first year in office. Can they be made more effective in year two?

Meetings between the PCC and individuals or small groups are one method employed to gather public views on local crime and policing. They help form the PCC's strategic thinking.

They are in line with PCC responsibilities in that they help the public have a direct say in keeping communities safe.

#### 2. Options Appraisal

Analyse our year one activity

- Nine Surgeries have been (or are to be) held between February and October 2013.
- The Surgeries have been scheduled several weeks in advance.
- They have been arranged to serve our major centres of population, including Aberystwyth, Brecon, Carmarthen (as above), Goodwick/Fishguard, Haverfordwest, Llandrindod Wells, Llanelli, Newtown, Welshpool.
- Omissions include Aberaeron, Ammanford, Builth Wells, Burry Port, Cardigan, Crickhowell, Hay on Wye, Kidwelly, Knighton, Llandeilo, Llandovery, Llanidloes, Llanwrtyd Wells, Machynlleth, Milford Haven, Narberth, Newcastle Emlyn, Pembroke, Presteigne, Rhyader, St Clears, St David's, Tenby, Whitland, Ystradgynlais.
- Our Surgeries have been promoted via social media, our website and the local media to encourage visitors.
- They have mainly taken the form of by-appointment face-to-face meetings with individuals or small groups, modelled on the traditional MP's surgery.
- They have taken place mainly from Monday to Friday in the middle of the day
- They have generally seen the PCC and an advisor meet with attendees at a prominent public building. One exception was an open-air stall held at Carmarthen Market.
- The PCC has listened to and responded to observations and opinions.
- An Excel database of forthcoming Surgeries is maintained.
- There is no budget for the Surgeries – only occasional modest costs have been incurred, on room hire.

- Our surgeries have attracted 35-45 visitors in total.
- Opinions have been exchanged, complaints and observations noted and followed up. There is no formal follow-up procedure to update attendees on action points.

#### Analyse activity by other OPCCs

- Seven key themes emerge from those reporting success with Surgeries:
  - There is significant success at locations with guaranteed high footfall – eg shopping centres, public transport
  - Ditto: Times when there is guaranteed high footfall eg Saturdays at supermarket
  - Ditto: Joint meetings with partners – eg councillors, NPTs, 999 services
  - Ditto: Open-mindedness and innovative ideas – eg go to established special interest groups (see Commissioners Fund applicants)
  - Be bold: Branded clothing works well in the few places that report investing in it, along with appearances with sport-style mascots from partner organisation
  - Good planning - eg 12-month timetable
  - Technology helps meet the needs of some – eg Skype, webchats
- Standout quote: “The best way to engage is to join in with other people’s conversations.” *Leicestershire*
- Good practice:
  - Document: *Community Engagement Strategy - Dorset*
  - Evaluation: *Graphs documents - Essex*

### **3. Background / Issues for consideration**

Travel time – for some events, notably those distant from Police HQ, it may be worth arranging further local PCC activity before or after the Surgery eg a visit to a police station, partner agency or school

Process time – improved planning, record-keeping, tracking, promotion and evaluation will necessitate more OPCC resource spent on Surgeries.

### **4. Legal issues**

N/A

### **5. Financial Implications/Assessment of Value For Money**

Detailed within the report

### **6. (Strategic) Risk analysis**

N/A

### **7. Contribution to the Police and Crime Plan**

Consulting with victims of crime; Consulting with all sectors of the community; Providing access to OPCC; Spending wisely

## 8. Implications for Regional / Collaborative/ Partnership Working

Positive – possible tie-ups with other agencies

## 9. Media Handling Considerations

Positive – possible tie-ups with media; regular source of positive news stories

## 10. Miscellaneous Implications: (Include consideration of implications of: Equality and Diversity, Crime and Disorder Act, Children and Young People, Human Rights, Environmental and National Park, Biodiversity and Sustainability Issues

N/A

## 11. Appendices

N/A

## 12. Background / Supporting papers

Word: Feedback from other OPCCs

PDF: Community Engagement Strategy - Dorset

Word: Evaluation: Graphs documents - Essex

## 13. Contact details

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## 14. Public Access to Information

Information in this form is subject to the Freedom of Information Act 2000 (FOI Act) including the exemptions set out within the Act and other relevant legislation. Where the exemptions or other restrictions are applicable, this form will be edited prior to being made available on the OPCC website within 5 working days of the decision being made by the Police and Crime Commissioner.

## 15. Officer Approval

### Chief of Staff

I have been consulted about the proposal and confirm that financial and legal advice have been taken into account in the preparation of this report. I am satisfied that this an appropriate request to be submitted to the Commissioner

Signature



Date 02/10/2013





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## Surgeries Review, Sept/Oct 2013

**Responses (edited)** From OPCCs around England & Wales

**Question** My PCC's reviewing surgeries. Now, they're traditional MP-style format – council office, table, chairs, chat with individual/small groups. Have you any bright ideas - or positive experience of other formats?

### Cambridgeshire

Our commissioner has done these more traditional style ones and we've found little attendance. We aren't too concerned because at least if someone has a real problem they have the option of seeing him. We have linked it with correspondence into the office, so if he has a surgery coming up and someone writes in about a concern or issue then we'll make them aware of the surgery and ask if they'd like an appointment.

He has also run street surgeries during the summer in various locations, whereby he'll pitch up with the force's marketing resources somewhere with a high footfall so people can speak to him while they go about their day. He engages with more people this way.

You could also try piggy backing on partner agencies' events? We have something called Face the People which is run by our unitary authority. They organise the whole thing, it takes place in a park right in the middle of a city, loads of people attend, and we can go along too as part of the 'festival' to raise awareness of the PCC's role and allow people to raise concerns.

### Cheshire

We are about to go mobile - don't know if they will work yet but we are taking a van with table and chairs round to supermarkets where people can pre-book (like a surgery) or drop in. We are going to do mornings, afternoons and early evenings.





## Cleveland

A lot of community engagement through an initiative entitled Your Force Your Voice, whereby PCC has pledged to visit all 82 wards across Cleveland and speak to communities on an annual basis. See <http://www.cleveland.pcc.police.uk/Take-Part/Your-Force-Your-Voice.aspx>

To achieve this we are linking in with existing meetings already established in communities. We tend to go along with the local neighbourhood police team who attend these meetings as part of their neighbourhood priority setting process. Attendance does vary, with some meetings having many more people than others, but we have managed to speak to a large section of the community in this way. We've also visited specific established groups covering diversity, such as Over 50s forums, Asylum Seeker drop-ins etc. In addition to this we have organised several seminars covering various themes, such as engagement with the VCS, Disability Hate Crime, Approach to ASB. Whilst these tend to be agency focused, where the topic is of interest to the community we invite community members also.

Unfortunately the best way to attract people tends to be offer refreshments, which in the current climate we can't afford to do, so we find tapping into structures that are already in place works best. We also have online webchats periodically, which have been quite successful.

## Cumbria

Our next few are going to be held later in the day to try and capture different age groups (4-6pm) rather than during the late morning/early afternoon.

I know the Lancs PCC carried out a different sort of engagement events, doing supermarket car parks, cafes etc., but not sure how much interest they got.

We are thinking now of doing some focus groups, and inviting groups with particular interest to take part.

## Dorset

Fortnightly community engagement forum across area. Two hours, hour gap then a booking-only surgery. We invite town councillors, public – and lowest turnout is 22, highest 55. Forum: 30mins, post-it note wall with difficulties/problems, these picked up by top table of PCC & advisor.



## Durham

Our PCC doesn't have the standard surgeries we used to have in Police Authority days.

He goes out to existing PACT meetings (Police and Communities Together organised by the force), gets invited to coffee mornings arranged by others (e.g. Town or Parish Councillors), goes along to youth club evenings if invited by local councillors etc. (especially if there's been a decrease in Anti-Social behaviour or other good work done by young people). He hosts special meetings for councillors (the hour before they have their full council meetings, to make sure most of them turn up and to ensure its busy) – he tends to keep meetings with councillors separate from meetings with the public.

He also joins up with local MPS (we have 7 in our police force area) and we arrange 'joint surgeries' – they usually arrange them and invite our PCC along. They're often in areas we wouldn't have thought of, areas with real issues, so often very successful.

During the summer we also have been adding 1 hour sessions into his diary for mini public engagement events – for example, 1 hour in a local shopping centre – we arrange for two PCSOs or PCs to accompany him. He stops and chats to people as they do their shopping, to raise awareness of who he is and his role, and gives them a leaflet about his Police and Crime Plan. He asks them if there's any policing concerns/safety concerns they have and if so, the officers take them forward on the PCCs behalf. We've done about 6 of these so far and has been very effective – also good for press opportunity – we've had a local radio station go along to one of them and I turn up with a camera – good opportunity to get 'Tweets' out as well. Much more interesting than a formal meeting that few people turn up to nowadays.

Other than that (meetings wise) our PCC goes to local Area Action Partnership meetings (public meetings and/or board meetings) organised by the local councils. Also he attends other groups such as Disability groups, BME meetings and so on.

We've also tried an online discussion session using CoveritLive (see their website). Our next one is in a couple of weeks' time. It depends how widely you want to advertise it but it can get pretty hectic and I'd recommend you structure your online meeting with a short agenda (I'd recommend a member of staff should assist your PCC) but it's a great way to show that a PCC is 'moving with the times' and can contact new demographics (e.g. parents of young children, disabled who can't leave their home etc.) from the comfort of their living room at 6pm in the evening, and so on. Our last chat session can be found here on our PCC website: <http://www.durham-pcc.gov.uk/News-and-Events/Online-Discussion-Forum.aspx>



## Essex

The PCC has been committed to holding a two hour public meeting in every district across Essex twice a year. These events were targeted at the local community to discuss about the way their community is policed and to know the facts about crime in their area. Joining the PCC at each session were key local experts from Essex Police, the district or unitary Council, the Community Safety Partnership, and the voluntary sector.

We have taken a very simple approach to these meetings – usually held in community halls, schools or council premises. The room layout is in a theatre style format with the PCC and any representatives sat at the front of the hall. We ensure that there are no barriers between the PCC and members of the public to ensure that a level footing is adopted (removing ‘them’ and ‘us’ scenario). We want the public to see that the PCC wants to engage with the audience.

The office has taken stock to review what works well and what does not – you can see from the bar chart meeting times against each district. I have also recorded number of attendees to establish success rates of meetings. The public calendar meetings are circulated to all partner agencies across the county to try to get the message across to as wide an audience as possible. Approximately, 2 weeks before the scheduled meeting an official poster is also distributed across the networks.

We have trialed for 2013 having a video at the beginning of the public meeting – highlighting some of the work taking place within Essex Police and successes.

This is followed by a themed presentation of topics discussed with the District Commander, local media and District Council.

All members of the public are provided with a briefing note which provides an overview of the themed topics and crime trends within that district.

We’ve also started holding PCC scrutiny of the CC in public events. We recorded the event and put it online: <http://www.essex.pcc.police.uk/2013/08/watch-the-first-essex-police-challenge/>

There have been over 900 views on YouTube to date.

## Greater Manchester

We don’t do surgeries. But we have been holding a series of public meetings throughout the year, one in each borough (ten in total) which have been well attended. Chaired by our Chief Executive, the commissioner is joined by the chief constable and the divisional commander for that area. They do a brief intro and then it’s open to the public for Q&A. We also live tweet from the meeting using a hashtag, and coverit live (which is free for public sector). We publicise through the usual press release and social media, posters/postcards and via community links including Home Watch.

<http://www.gmpcc.org.uk/consultations/public-consultation-meetings/>

<http://www.gmpcc.org.uk/talktotony>

<http://www.gmpcc.org.uk/news/2473/>



## Gwent

Mr Johnston doesn't actually do surgeries at the moment although his office is looking at what can be done to maximise engagement opportunities. At the moment his diary is full of meetings with community groups, councillors, charities etc. If you come up with any bright ideas re surgeries we'd be interested to hear them!

## Hampshire

Our PCC doesn't do formal surgeries, but holds 'street surgeries' instead, basically sitting himself down somewhere and inviting people to come and talk to him! His most successful ones are on the ferry to the Isle of Wight - on his arrival, he takes a seat in the cafe area, the captain of the ferry announces he is on board and invites people to go and talk to him about any policing and crime issues they have. He has also done one on a bus, but on that occasion, the bus was quite busy so he could only sit next to and talk to one person. The idea behind it is to make best use of his time - travelling on the ferry or the bus can often be 'dead' time, but now he uses it for public engagement.

## Humberside

We have had a fair bit of success piggy-backing onto the pre-arranged surgeries/meetings of others, such as town and parish council meetings and NHW group meeting.

We have also decided against the standard 'surgery' style meetings and do 'street surgeries' instead - this may mean taking the PCCs surgery to a place of high footfall such as a shopping centre or supermarket, and setting up a stall there. We have found that people are willing to stop, spend some time, and chat with the PCC as part of their daily routine if it means not having to make specific arrangements to be at a certain place at a certain time. When we organise these street surgeries, we always do it in conjunction with the local NPT and local authority councillors, we do a walkabout of the area with a local bobby/PCSO prior to setting up the street surgery and ask the local councillors to direct any of their constituents who have crime or community safety related problem to us at the surgery. This seems to work very well and generates a lot of interest from passersby.

## Leicestershire

The best way to engage is always to join other people's conversations. If you're struggling to get people to come to your surgeries then you need to take your surgeries to them. We tend to tag on to events that are already happening - farmers markets, parish council meetings, community events (our PCC went to the Leicester Caribbean Carnival and broke fast at the end of Eid). You almost have a rolling surgery. Another reason we have to do this is that MPs have their constituencies and they tend to be local and thus convenient for people to attend. People will only travel so far. With our PCC being across a whole city and two counties we can't expect them to come to one place - or if we did we may be missing whole swathes of the community who can't travel people passing by. Good for awareness as well.





### Lincs

I tried the traditional style you mention, but with only limited success. So over the summer I've been attending roadshows along with the force and sometimes another blue light service. My attendance was advertised. Some people made appointments, but the majority simply turned up for a chat. I don't know if something similar would suit. Maybe joining in with a local event but advertising that the commissioner will be there ?

### Northumbria

when we do them we go to Metro Stations, Supermarkets to see people. We all have Police & Crime Commissioner jackets on so we "stand out".

### North Yorkshire

Have done a few more community, town hall meeting style stuff, but they're not really surgeries and require more effort. Street surgeries are good, where you just bowl up in a town centre and talk to

### North Wales

We've only just started public surgeries, and the format sounds pretty similar to yours. We're starting out with one per month in different locations using venues such as community centres or shared facilities with other organisations. Surgeries are by appointment only. We ask for an idea of what they want to discuss in advance so that we can brief the PCC beforehand if needed. OPCC staff attend with him, take notes and follow up any actions. We publicise through the website, Twitter and local press. We have struggled to think of an alternative and 'snazzier' approach. We've not had loads of people to date, but I think we'll stick with it for a while as it is the only form of one-to-one meetings to with the public that we offer.



## Northants

Since taking up my post at the end of last year, I have been working on a number of events so that people can come and meet Adam and talk through any issues or concerns they have, or is often the case just simply find out a bit more about him/

We have arranged a number of 'Meet the PCC' events across the county and it has been a mixed bag. What I will say is, the most successful one we did had around six PCC staff and around ten Officers/PCSOs with a number of vehicles. We have found that people are more willing to approach us if there are officers/PCSOs there who help to explain who the Commissioner is and point them in the right direction.

We have done a number of local fairs and carnivals, and in my opinion they do not work, our more successful days have been in busy shopping areas. As part of this we have some nice balloons to give to children and some small cards setting out a little information about Adam and his priorities.

Another thing we have been doing is 'Cuppa with a Copper' whereby local policing teams set aside some time and set up in a small drop in stall in shops such as large supermarkets. These are very informal and the large bear helps to break down barriers.

Next year I am looking at organising a programme of visits around the rural parishes of the County whereby we meet up with Parish Councillors, tour the village and pick up any issues they have and then follow them up. Hopefully this will enable us to meet a lot of people across a large rural area.

## South Wales

We don't do surgeries in South Wales, so can't offer any advice on what works here, sorry. Just a thought, but have you offered people the opportunity to use Skype? It would save someone having to come into the surgery themselves. Just a thought, and it may not work, but could be worth considering.

## Staffs

We go to a couple of supermarkets and spend an hour at each venue. The PCC and a mixture of PCSOs, Volunteers and Police Cadets also attend. They will hand out leaflets and chat with people and encourage shoppers to talk with the PCC.

## Sussex

We do not hold any PCC surgeries.



## West Midlands

Surgeries in our 7 local authority areas. A surgery in each area twice a year, generally in the council buildings. In addition to this, Bob makes himself available to meet with people on request and will generally diary time if people ask to come and see him at his office. He is also does one-to-one Skype surgeries and does question and answer webchats that are open for public viewing.

## Wiltshire

Our PCC, Angus Macpherson, doesn't do surgeries. But he is out and about a lot and so the public of Swindon and Wiltshire have plenty of opportunities to meet him.

When our Neighbourhood Policing Teams have a drop-in session, Angus goes along to meet members of the public and introduce himself.

This often leads to them giving him feedback or asking questions.

He also holds public performance meetings each quarter which are widely publicised in advance.

On top of that he has been at a number of big summer events in his distinctive purple and white marquee and has had long chats to people.

And he attends a number of area board meetings in Wiltshire and the equivalent locality meetings in Swindon. The arrangement is that Angus can chat to people in the 30-minute networking session before the meeting begins.

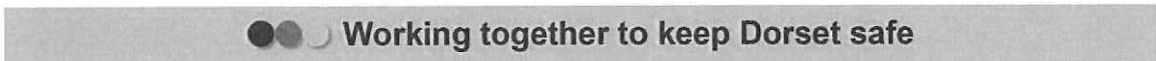




***PCC Dorset***  
*Police and Crime Commissioner for Dorset*

**Office of the Police and Crime  
Commissioner**

**Community Engagement Strategy  
July 2013**



●● Working together to keep Dorset safe



# *PCC Dorset*

*Police and Crime Commissioner for Dorset*

## **Foreword**



Policing in the UK was founded on the principle of 'policing by consent' – Robert Peel, the founder of policing, stated that 'the police are the public and the public are the police. It is therefore of the utmost importance that we put Individuals and communities at the centre of everything that we do. This Community Engagement Strategy highlights my commitment to providing opportunities for all members of the community to participate in the decision making process that will inform the future development of Dorset Police, and contribute to setting the priorities in the Police and Crime Plan.

I am confident that this strategy sets out an approach which will facilitate and encourage the active participation of local people and communities in the policing of Dorset and the development of Dorset's policing services.

Martyn Underhill  
Dorset Police and Crime Commissioner



# *PCC Dorset*

Police and Crime Commissioner for Dorset

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# *PCC Dorset*

*Police and Crime Commissioner for Dorset*

## 1. Introduction

The Police Reform and Social Responsibility Act came into force in November 2012. The Act redefines the accountability of policing to the public, replacing Police Authorities in England and Wales with a directly elected Police and Crime Commissioner (PCC) covering an entire police force area.

The introduction of PCCs aims to provide strong and transparent accountability of the police. PCCs are elected by the public to hold chief constables and the Force to account; effectively making the police answerable to the communities they serve. A key role for Dorset's PCC is therefore to represent and engage with local communities to help ascertain and deliver their policing priorities.

This strategy provides a framework to deliver an effective and coordinated approach to community engagement for the benefit of all citizens and communities of Dorset. By listening to people's views Dorset's PCC can make well informed decisions to help meet community expectations and the community will be able to contribute to shaping and delivering a shared vision for Dorset.

This strategy deals explicitly with activities which will be undertaken by the Office of the Police and Crime Commissioner, and can be read in conjunction with the Dorset Police and Dorset Police Authority Joint Engagement Strategy 2012 -15.

### **1.1 Legal Duties**

The PCC has a clear duty to consult with local communities as set out in several pieces of legislation. Duties that were previously placed upon Police Authorities have now been transferred to the PCC: The Police Reform and Social Responsibility Act expands upon these duties and confers additional duties to the PCC.

- The Police Act 1996 sets out a statutory duty to 'consult with those in that policing area, about the policing of that area.'
- The Policing and Crime Act 2009 and Community Engagement and Membership Regulations 2010 have the requirement to 'have regard to the views of people in the authority's area about policing in that area.'
- The Police Reform and Social Responsibility Act states that the PCC must make arrangements for obtaining the views of the people in that police area on their proposals for expenditure in that financial year.
- The Police Reform and Social Responsibility Act states that the PCC must make arrangements for obtaining the views of victims of crime in that area about matters concerning the policing of the area, and the views of the victims of crime in that area, on the Police and Crime Plan
- As a public sector body the Office of the Police and Crime Commissioner (OPCC) has to meet the requirements of the Equality Act 2010 which brings together all previous equality legislation and includes a new public sector equality duty.

### **1.2 Police and Crime Plan**

The PCC produces a Police and Crime Plan to cover their term of office which sets out the priorities for local policing for the whole force area, and how these are going to be delivered. The plan sets out the

# *PCC Dorset*

*Police and Crime Commissioner for Dorset*

PCC's objectives for policing and reducing crime and disorder in the area, how policing resources will be allocated, agreements for funding and performance reporting requirements. The Police Reform and Social Responsibility Act states that before the Police and Crime Plan is issued the PCC must make arrangements for obtaining the views of people in that police area on that plan

## **1.3 Our Commitment to Community Engagement**

- We are committed to strengthening, developing and sustaining existing opportunities for local people and groups to influence what happens in their communities
- We will provide opportunities for communities to shape and influence the development and delivery of quality policing services and policies that reflect local needs and priorities
- We will provide variety and flexibility and choice in all of our community engagement activities
- We will manage and coordinate engagement activities to ensure consistency, quality and partner participation and avoid duplication
- We will ensure that community engagement activities provide participation opportunities for all sections of the community, particularly people and groups that are often missed out of community engagement activities
- We will listen to communities and ensure feedback is provided to participants about the actions and outcomes that take place following their involvement with us,
- We will listen and learn from our own and others' experience and share community engagement skills and knowledge of putting the citizen at the heart of decision-making

## **2. PCC Model of Community Engagement**

Community engagement can mean different things to different people, different communities and in different services and situations. The PCC Community Engagement Strategy will ensure that we provide a variety of engagement methods, ensuring the most appropriate means for communities and residents to be both informed about, and involved in making decisions about matters of community safety, crime and policing in Dorset.

'Community' can be defined in many ways, often referring to those living within a defined geographical area. However any group of individuals who share a common interest can also be described as a community. This strategy is intended to cover both geographic communities, whether at county, district or neighbourhood level, and communities of interest.

Successful implementation of this strategy will demonstrate that community engagement activity can make genuine improvements to services, including the development of independent community initiatives where possible.

### **2.1 Levels of Community Engagement**

Every level of involvement is important in the community engagement process and different methods will be used depending on the activity and circumstances. Sometimes it may be appropriate to inform or consult on some activities, while at other times we will seek to involve communities and individuals in much greater depth.

# *PCC Dorset*

Police and Crime Commissioner for Dorset

More detailed information about how we intend to implement each level of engagement is set out in our Community Engagement Strategic Plan

## **Level 1: Information Giving:**

This level of engagement will be used in all of our community engagement activities as a means of keeping people informed about decisions, services and local events. A simple, direct and often "one way" form of communication, it helps to engage people at a basic level by raising awareness of the work of the PCC, and may lead on additional participation once trust is established. This is an appropriate method by which to make contact with communities and individuals who are reluctant to attend meetings, or to take part in consultation, by offering people an option of non-participation if this is their choice.

## **Level 2: Consultation:**

This level of engagement will be used whenever there is a decision to be made where there are a number of choices about the details involved. It will also be used to gather information from community groups and individuals regarding local issues and priorities. All consultation will be based on a process that involves each side listening to and then responding to the other.

## **Level 3: Joint Decision Making.**

This level will be used to encourage local people to get involved in deciding which options to choose, but where the Police and Crime Commissioner has the sole responsibility to implement the decision, for example the Police and Crime Plan.

## **Level 4: Joint Action**

This level will be used when decisions are made in partnership between local people or agencies and the PCC and the people involved in making the decisions also committed to taking part in their implementation.

## **Level 5: Community Empowerment.**

This level will be used when the PCC supports independent groups to develop and carry out their own initiatives which complement PCC priorities and plans. It may involve an element of capacity building to enable the groups to manage their projects efficiently.

## **2.2 Reaching the Hard to Reach**

The use of the term 'hard to reach' can be misleading partly because it is used inconsistently. Sometimes it is used to refer to minorities such as minority ethnic or LGBT groups, or refer to 'hidden populations'. At other times it is used to describe broader groups within the population, such as older people or people with disabilities. The term 'hard to reach' also implies that a similarity exists within the distinct groups, which is not necessarily the case. As a result, the term 'hard to reach' defines the problem as one within the group itself, rather than with the approach taken to working with the individuals and groups. Nobody is impossible to reach - it just depends on the approach that is taken. Paul Vittles commented that '*no-one is hard to reach, just more expensive to reach.*' emphasising the importance of exerting more effort and creativity in reaching these groups'.<sup>1</sup>

Dorset's PCC is committed to ensuring that all members of the community are given the opportunity to take part in PCC engagement activities, and will ensure that, as far as practicable, any barriers to such engagement are removed.

<sup>1</sup> Wilson 2001 – From Brackertz, N (2007) Who is hard to reach and why?

### **3.0 Community Engagement Outcomes**

Prior to undertaking any form of community engagement activity we will identify the outcome we expect to achieve, in order that we can undertake meaningful monitoring and evaluation. We believe that an effective community engagement process will result in the following four areas of measurable outcomes:

#### **3.1 Individual Outcomes**

**Individuals will:**

- Feel more empowered
- Want to contribute
- Have increased confidence
- Able to influence decisions that affect their lives
- Receive better services

We will measure progress against this outcome through monitoring of:

- Increase in numbers of individuals making first contact with OPCC
- Increase in numbers attending forums and events
- Subscriptions to newsletters
- Consultation Responses.
- Force Customer Satisfaction Survey

#### **3.2 Community Outcomes**

- New ideas and solutions / Creativity and Innovation
- Improvements in cohesions and inclusion - community ownership
- Safer communities
- Services tailored to meet community needs
- Better quality of life
- Increased social capital.

We will measure progress against this outcome through monitoring of:

- Force Customer Satisfaction Survey
- New community initiatives being undertaken
- Community feedback at PCC Forums and Consultations
- Any changes made to service delivery
- Decrease in reported crime
- Increase in number of special constables
- Increase in number of Dorset Watches.

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### **3.3 Strategic outcomes supporting the delivery of the Police and Crime Plan**

- Genuine community voice and influence
- Changed or improved service delivery
- Processes changed to hear the public
- Improved victim experience
- Improved customer satisfaction
- Public scrutiny of the work of the OPCC

We will measure progress against this outcome through monitoring of:

- Feedback from victim focus groups
- Force Customer Satisfaction Survey
- Community feedback at PCC Forums and Consultations
- Any changes made to service delivery
- Increase in membership of PCC Forums
- Increase in numbers of individuals making first contact with OPCC

### **3.4 Strategic outcomes for OPCC and multi agency partners and stakeholders.**

- Improved partnership working to address identified community need
- New opportunities for partnership working identified.
- Joint Commissioning of services.
- Public Scrutiny of effectiveness of partnership

We will measure progress against this outcome through monitoring of:

- Recruitment of PCC Advocates
- Services commissioned by the PCC
- OPCC involvement in strategic partnerships pan Dorset
- Growth of Contacts Database
- Police and Crime Panel Meetings
- Feedback following stakeholder events and briefings.

## PCC Community Engagement Strategic Plan

Information Giving Approach	Benefits	Issues / Risks	Action	Police and Crime Plan Outcome Contribution
Using leaflets /Flyers, Internal and External Publications and Newsletters (linked to media and communications strategy)	Can be useful to convey brief information to large numbers of people Use of corporate branding makes the OPCC recognisable. Use stakeholders and partners to host information in their publications.	Securing feedback is difficult Consider timings of distribution Will not reach those with poor literacy or visual impairment	Establish database to distribute quarterly PCC Newsletter – ensure newsletter always includes an opportunity for engagement. Design template of Forum Flyer to promote forums	Reduce the number of victims of crime and anti-social behaviour Increase people's satisfaction with policing in Dorset
Media and Press Releases (linked to media and communications strategy)	Information can be circulated widely across the PCC area. Useful tool for disseminating general information and to publicise engagement opportunities and successes. Raises the profile of the work of the PCC and the OPCC	Not all sections of the community read printed media or listen to local radio	Maintain database of local community magazines. Ensure that information about Engagement opportunities are circulated to parish magazines via the RC and C of E Dioceses, and other faith groups Regular press releases and photo calls sent to local media outlets	Reduce the number of victims of crime and anti-social behaviour Increase people's satisfaction with policing in Dorset
Using emails, websites and social media. (linked to media and communications strategy)	Cost effective and immediate form of information giving, Can reach a wide population base Accessible information 24/7 Increase in use of Smartphone's has increased accessibility to e-communication Excellent tool for engaging with younger people Use partners and stakeholders to disseminate information via their e-newsletters and web pages	Not all people have the necessary access to computers Promotion of the website and social media Ensure data protection protocols are followed Essential for website information to be updated regularly Need to monitor posting on social media	Ensure that all engagement opportunities are promoted on Facebook and Twitter. Opportunities for engagement are added to the PCC website, plus agendas and minutes. Use partners and stakeholders to disseminate PCC information via their memberships, networks and newsletters.	Reduce the number of victims of crime and anti-social behaviour Increase people's satisfaction with policing in Dorset



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<p>Exhibitions and open public meetings / 'Piggybacking' on community events (<i>linked to media and communications strategy</i>)</p>	<p>Using visual displays is often the most effective approach in information giving. Information about upcoming engagement activities and opportunities can be fully explained in person. Useful in reaching broad cross section of people. Good opportunity to get peoples thoughts and ideas. Can reach people who would not otherwise come to public meetings.</p>	<p>Little opportunity for constructive debate or decision making. Limit to the amount and complexity of information that can be conveyed,</p>	<p>Ensure website fully accessible. Establish a ready made information toolkit to take to events. Identify key events that OPCC should attend, and highlight events that require the PCC to attend in person. Tailor information to suit demographic of event.</p>	<p>Reduce the number of victims of crime and anti-social behaviour Increase people's satisfaction with policing in Dorset Support neighbourhood policing that is appropriate for both rural and urban communities in Dorset</p>
<p>Road shows - visit town centre localities with information and publicity regarding the PCC priorities.</p>	<p>Effective means of gauging awareness of the PCC and OPCC. Meet a broad cross section of the community. Can be used as a recruitment tool for the forums. Can reach people who would not otherwise come to public meetings</p>	<p>Can be affected by adverse weather, so need to choose location wisely. Time consuming.</p>	<p>Identify best locations to use, time of year and negotiate dates. Liaise with SNT's and other partners to take a partnership approach. Ensure consistency in any questions asked. Scope possibility of promotional materials to attract people.</p>	<p>Increase people's satisfaction with policing in Dorset Support neighbourhood policing that is appropriate for both rural and urban communities in Dorset</p>
<p><b>Consultation</b></p>				
<p><b>Approach</b> Surveys and Audits – Using questionnaires and formal research methods to interview local people to gain more structured information auto the area, its problems and peoples views. Could use telephone</p>	<p><b>Benefits</b> Important way of generating new information, and getting feedback on progress. Can be paper based or online – giving ease of access. Can use existing consultation groups across the county.</p>	<p><b>Issues / Risks</b> Care must be taken in phrasing questions so as to not be misleading. May exclude those with poor literacy skills. Differentiation of questions needed to reach different audiences.</p>	<p><b>Action</b> Youth Survey to be undertaken in partnership with SSCT January Term 2014 Partnership working - OPCC questions included Force Surveys</p>	<p><b>Police and Crime Plan Outcome</b> Reduce the number of victims of crime and anti-social behaviour Increase people's satisfaction with policing in Dorset</p>

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surveys, but this proves unpopular unless permission given beforehand.		Ensure feedback is given to participants.	Maintain database of community volunteers that have offered to take part in consultation opportunities.	
Workshops / Focus Group – Representatives of various interest groups and views are invited to participate in an event to discuss issues in a structured way.	Requires effective facilitation to ensure that all participants are given equal voice. Can result in decision making.	Need to ensure that participants are briefed before the event, are given adequate time and notice to prepare, and understand what is expected from them. While beneficial, can incur costs.	Maintain database of community engagement volunteers. Monitor consultation trackers on council websites to identify partner opportunities. Victim Focus Group and Surgery October 2013 Youth Crime Victim Focus Group – January Term 2014 Scope potential focus group opportunities – i.e. existing conferences that we could 'hold workshops' at.	Reduce the number of victims of crime and anti-social behaviour Reduce the number of people seriously harmed in Dorset Increase people's satisfaction with policing in Dorset
Target Group Meetings / Community Engagement Contacts – attending meetings for the target audience we are trying to engage with.	Invitations from target groups are constantly being received, so ready opportunity to engage and consult. Can useful to gain feedback and comments on specific priorities affecting the group in question.	Can be time consuming to attend all target group meetings – care needs to be taken which are strategic and meet the needs of the PCC. Not all members of 'hard to reach' groups are involved with organisations	Scope the nature of requests from community groups and identify key stakeholders. Establish contact with key strategic partners Recruit PCC Advocates to widen scope of PCC representation.	Reduce the number of victims of crime and anti-social behaviour Reduce the number of people seriously harmed in Dorset Increase people's satisfaction with policing in Dorset Support neighbourhood policing that is appropriate for both rural and urban communities in Dorset
Force consultation groups – Intercom Trust ( LGBT ), Access Dorset ( Disability ) Dorset REC ( Race )	The OPCC has access to one of the quarterly meetings per annum – this will be used as a focus group type event.	Not all members of 'hard to reach' groups are involved with organisations Need to ensure that participants are briefed before the event, are given adequate time and	Book dates and venues. Produce pre publicity.	Reduce the number of victims of crime and anti-social behaviour Reduce the number of people seriously harmed in Dorset Increase people's satisfaction with

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PCC Surgeries - Opportunities for individuals to book 1:1 slots to meet the PCC	Opportunity for individuals to discuss their issues confidentially. Raises profile of PCC Demonstrates a commitment to engagement with all sections of the community.	Generates additional work for OPCC Potential to generate work for partner organisations and stakeholders. Need to be strict on timings if other customers waiting.	Produce surgery paperwork and publicity, plus information for attendees outlining parameters. Operate an effective booking system, ensuring additional support needs met. Use booking information to undertake research and brief PCC on key aspects that may arise.	policing in Dorset  Reduce the number of victims of crime and anti-social behaviour Reduce the number of people seriously harmed in Dorset Increase people's satisfaction with policing in Dorset
Complaints System / Suggestion Schemes - Monitor the complaints log to identify any hotspots. Have an online suggestion / bright ideas	Useful for identifying key trends. Can invite complainants to become involved in community forums. Bright ideas encourage community involvement and ownership	Increase workload feeding back to bright ideas. Ensure that forums do not become over loaded with complainants. Not all complainants appropriate to invite to forum, clear boundaries to be set,	'Level One' Complainants could be invited to Forum Force protocols observed, and used to identify hot spots and trends to brief PCC	Increase people's satisfaction with policing in Dorset

Participation - Joint Decision Making			Police and Crime Plan Outcome
Approach	Benefits	Issues / Risks	Action
Community Mapping and Profiling - identifying area issues, community demographics	Helps to structure who should be involved in the decision making process. Key issues identified. Priority locations identified. Area profiles produced	Can be skewed depending on who is taking part in the exercise	Maps needed for forum events Ensure that Force and Partner information on area and demographic profiling is briefed to PCC prior to meetings.
Community Engagement Forums - local meetings held	Inclusive approach that complements other engagement methods.	Not always representative of local opinion, depending on membership.	Accessible venues booked.  Reduce the number of victims of crime and anti-social behaviour

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across Dorset in accessible community venues, Guidance and protocol available which meet Home Office recommendations in the report 'Practical lessons from a Pilot Project of Community Safety Groups' ( <i>Linked to commissioning strategy</i> )	Can be utilised for information gathering, consultation, decision making, and identifying community needs and priorities. Information can be used to inform commissioning.	and who attend the meetings. Clearly defined role and clarity of purpose required.	Timetable of Community Forums published on website, and circulated via contacts. Active recruitment to forums undertaken, and database maintained in compliance with data protection legislation	Reduce the number of people seriously harmed in Dorset Increase people's satisfaction with policing in Dorset
Victim Focus Groups and Surgeries – meetings held with individuals who have been victims of crime. ( <i>Linked to commissioning strategy</i> )	Improved outcomes for victims. Information gathered to inform commissioning.	Sensitivity needed around promotion of forum, and during the meetings.	Maintain existing partnership working on Victim First. Host Victim Panel, scope and engage with support agencies. First Victim Focus Group and Surgery booked, and evaluated. If successful, repeat quarterly - dates and venues to be established.	Reduce the number of victims of crime and anti-social behaviour Reduce the number of people seriously harmed in Dorset Increase people's satisfaction with policing in Dorset

Participation - Joint Action		Issues / Risks	Action	Police and Crime Plan Outcome
<b>Approach</b>	<b>Benefits</b>			
Strategic Working Groups - small working parties, possibly sub-groups of strategic partners, PCC forums working in partnership with OPCC to identify and implement community based solutions.	Local solutions to local issues. Increased community well being and pride Promotes good relationships between people of different backgrounds.	Ensuring all members have equal voice. Ensuring that solutions do not have indirect negative impact elsewhere.	As projects identified keep action logs and attend meetings.	Reduce the number of victims of crime and anti-social behaviour Reduce the number of people seriously harmed in Dorset Increase people's satisfaction with policing in Dorset
Stakeholder Meetings / Co-option – attend external meetings with key partners, co-option on strategic boards.	Positive partnership working enhances best value. Reduced need for resources. Kept informed about new legislation.	Increased call on staff time Ensuring that appropriate officer attends, and feeds back to the team.	Identify key stakeholder meetings and appropriate officer to attend.	Reduce the number of victims of crime and anti-social behaviour Increase people's satisfaction with policing in Dorset

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<p>Stakeholder Events – Inviting key partners and stakeholders to take a proactive partnership approach discuss , map and resolve identified issues raised by the community and stakeholders ( linked to commissioning and partnership strategy )</p>	<p>strategic policy and direction of travel. Raised profile of work of the PCC</p> <p>Shared resources to solve common issues. Raised profile of work of the PCC. Avoids duplication of work.</p>	<p>Identify lead partner Agreeing on joint solutions that address the needs of partners. Need to involve VCS, so must be compact compliant .</p>	<p>Keep issues log, identify key trends – facilitate meetings when needed.</p>	<p>Reduce the number of victims of crime and anti-social behaviour Increase people's satisfaction with policing in Dorset</p>
<p><b>Community Empowerment</b></p>				
<p><b>Approach</b> Supporting community groups and voluntary sector partners to deliver projects that support the priorities of the Police and Crime Plan. ( links to commissioning and partnership strategy)</p>	<p><b>Benefits</b> Community ownership of solutions shown to have beneficial long term effects. Small scale positive interventions.</p>	<p><b>Issues / Risks</b> Increased workload Resourcing</p>	<p><b>Action</b> Identify partners and stakeholders to sign post. Produce guidance or 'how to ' checklist. Scope possibility of funding sources – via grant finder / funding central</p>	<p><b>Police and Crime Plan Outcome</b> Reduce the number of victims of crime and anti-social behaviour Reduce the number of people seriously harmed in Dorset Increase people's satisfaction with policing in Dorset</p>
<p>Small funding pot to pump prime community initiatives</p>	<p>Enables pump priming of initiatives, and funding to research viability.</p>	<p>Raised expectation that funding will always be available- Ongoing need for core costs.</p>	<p>Scope possibility. Scope possibility.</p>	<p>Reduce the number of victims of crime and anti-social behaviour Increase people's satisfaction with policing in Dorset</p>

## **Engagement Toolkit**

### **1. PCC Engagement Forums**

- 1.1 The OPCC will facilitate approximately 25 PCC engagement forums per annum across Bournemouth Dorset and Poole, held in accessible venues.
- 1.2 Membership of the PCC engagement forums will be open to any individual over the age of 18, who lives in, is employed in or training in the forum area, or individuals who represent a community group or organisation. Individuals under the age of 18, can become forum members with signed consent from a parent or carer, and may be accompanied to the forum by an adult supporter if necessary.
- 1.3 Forum members will be kept abreast of the work of the PCC through receipt of the quarterly newsletter, and will be invited to engage in any relevant consultation throughout the year. Members will also be made aware that they can engage with the OPCC through social media, including Facebook, Twitter and subscription to the weekly blog.
- 1.4 Membership encompassing a wide demographic range of backgrounds and experience will be actively encouraged.

### **2. PCC Surgeries**

- 2.1 PCC Surgeries are intended to give individual the opportunity to meet face to face with the PCC, to discuss any matters of concern that are not appropriate for discussion in the PCC Forum. For reasons of safety, an additional member of the OPCC team will always be present in the surgery interviews.
- 2.2 The PCC will seek to keep all matters discussed confidential, however in some circumstances, for example if information regarding a serious crime was given, this cannot be guaranteed.
- 2.3 The PCC surgeries will run in conjunction with the PCC Engagement Forums, at the same venue, either before or after the forum. They will be publicised in local press and through local contacts, such as parish councils prior to the date,
- 2.4 Individuals are required to pre book a surgery appointment, which will last for no more than 20 minutes. At the time of booking they will be invited to complete a booking form which outlines the matter they wish to discuss, plus any useful information such as access requirements and contact details, however this not compulsory.
- 2.5 At the conclusion of the surgery appointment the PCC will outline any action that will be undertaken, and this will be discussed with the team to identify the appropriate lead officer.
- 2.6 The Community Engagement Officer will ensure that the actions are tracked and completed, and that feedback is given to the individual concerned.

### **3. Victim Focus Groups and Surgeries**

- 3.1 The PCC will hold four Victim Focus Groups per annum, across Bournemouth, Dorset and Poole. Members of the focus groups can self refer, or will be invited to participate by partner agencies, including victim support, community safety partnerships and SNT's. The focus groups will last for 2 hours, allowing time for introductions, ground rules and feedback. Each session will be attended by a volunteer from Victim Support, to provide support to any participant that may be come distressed,
- 3.2 In addition to the focus groups the PCC will also hold individual surgery sessions, to meet with victims of serious crime, who may not wish to discuss their experiences in an open forum.

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- 3.3 The OPCC will give feedback regarding any actions resulting from the focus groups, with feedback regarding individual victim referred via the Victim Bureau.

## **4. Media Opportunities**

- 4.1 In addition to regular press releases and media briefings, the OPCC will produce a quarterly newsletter, highlighting key achievements, reporting on progress with the Police and Crime Plan, and promoting engagement opportunities. This will be mainly distributed electronically to a wide range of individuals and organisations. The Community Engagement Officer will maintain the distribution data base, and promote subscription at community events.
- 4.2 Social media opportunities will be used fully, to promote the work of the PCC, and to encourage and involve community engagement and consultation.
- 4.3 The Dorset PCC website will have dedicated community engagement pages, which will be regularly updated with information from the forums, feedback, and consultation and engagement opportunities.

## **5. Roadshows, Community and Stakeholder Events**

- 5.1 The PCC will attend strategic community and stakeholder events throughout the year to inform and engage directly with the community and key strategic partners. These events may be organised directly by the OPCC and the Force, or be organised by external partners.
- 5.2 The PCC may, by invitation, attend a selection of stakeholder area meetings and annual general meetings, where such meetings enhance the role of the PCC or contribute to actions within the Police and Crime Plan.
- 5.3 The OPCC will facilitate a series of eight roadshows throughout the year in accessible high street venues to provide a face to face opportunity to engage in a more informal setting.
- 5.4 The PCC Community Engagement Officer will attend a variety of local meetings and community events to promote the work of the OPCC and to recruit PCC engagement volunteers.

## **6. Consultations and Focus Groups**

- 6.1 Where practicable the OPCC will involve PCC engagement volunteers and forums in formulating a response to National Consultation received by the OPCC.
- 6.2 The OPCC will undertake a number of surveys each year, both in partnership with the force and other key stakeholders, or independently. These will be mainly web based, but will be made available in other formats upon request.
- 6.3 The OPCC may, if necessary, host focus groups for a particular demographic group, or on an identified topic.
- 6.4 The OPCC will make use of the force's strategic consultation groups, and information gained via SNT 'street corner' and PACT meetings.
- 6.5 The OPCC may establish user forums as part of the Dorset PCC website, to establish a 'fast response' facility for the OPCC.
- 6.6 The OPCC will use the force consultation groups to host annual focus groups pertaining to LGBT, Disability and Ethnicity Issues.

## **7. PCC Advocates and Volunteers**

- 7.1 The PCC will pilot the use of PCC Advocates in the Boscombe Area. The PCC advocate will attend local meetings as a representative of the PCC and keep him updated with local issues.
- 7.2 Following a successful evaluation of the pilot project, further advocate roles will be established for
- Older People - 6 covering each Dorset Local Authority area, and 2 covering Bournemouth and Poole
  - Littlemoor



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- West Howe
  - Eastern Europeans
- 7.3 The PCC will establish contact with the members of the UK Youth Parliament across Dorset and Poole in order to collect the views of young people. Bournemouth Borough Council does not participate in the Youth Parliament, and the Community Engagement Officer is working with the Bournemouth Youth Service to set up a method for engaging with young people in the borough.



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## Community Engagement Activity Calendar

Month and date	Event / Festival / Important dates	Activity Planned OPCC	Force
<b>MAY</b>			
Thursday May 16	Bournemouth Community Justice Forum	CE Attending with stand. PCC attending as speaker	
Friday May 17	IDAHO Day ( International Day Against Homophobic Oppression )	Tweet/ Blog	
Mon 20- Fri 24	Walk to School Week	Tweet /Blog	
Friday May 31	Lyme Regis PCC Forum and Surgery	PCC and CE	
<b>JUNE</b>			
Thursday 13 June	Gypsy Roma Traveller History Month Community Safety Event Bournemouth University	CE attending with stall PCC speaker and surgery session.	
June 15 -23	National Neighbourhood Week	East Dorset : Sat 16 Moors Valley cycle event /Sun 17 Moors Valley cycle event /Mon 17 Haskins Cedar Room booked 1.100 to 1400 tea coffee for 100 /Tues 18t Travis Perkins van/trades event 7am /Wed 19 Shed outside Barrington Centre/Thurs 20 Stuarts Garden Centre Holt/ Fri 21 Shed Wimborne Square/Sun 23 West Moors Fun Day with quad – PCC info to be given out	
Saturday 15 June	West Cliff N. Watch – Savoy Hotel Blue Light Day - Motcombe	PCC Attending PCC Information to give out	
Thursday 20 June	Dorset Age Partnership Conference	CE attending with stall	
Friday 21 June	Ferndown Forum - Heatherlands	PCC & CE	
<b>JULY</b>			
Tuesday 9 <sup>th</sup> July <i>Start of Ramadan</i>			
Thursday 25 <sup>th</sup> July	Bournemouth Family Fun Festival. Meyrick Park	CE attending with stand and activities, accompanied by Watch coordinator	
Sunday 28 <sup>th</sup> July	One World Festival Dorchester		
Weds 31 July	Purbeck Forum - Wareham	PCC & CE	

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Mon 27 July – Sun 4 Aug	Bournemouth Air Show /Carnival		
<b>AUGUST</b>			
Wed 7 August	National Play Day Christchurch Forum – Portfield hall	TWEET PCC & CE Attend	
Thursday 15 August	Boscombe Forum – East Cliff URC	PCC & CE Attend	
Tuesday 20 August	Portland Forum – Community 2000	PCC & CE Attend	
Wed 21 August	Melplash Show	CE attending with Op Countryside	
Tues 28 Aug	Start of Dorset Steam Fair		
<b>SEPTEMBER</b>			
7 -8 September	Dorset Agricultural Show - Dorchester	CE attending with Op Countryside	
Tuesday 17 <sup>th</sup> Sept	North Dorset Forum - Blandford	PCC & CE Attend	
Weds 25 <sup>th</sup> Sept	Poole Forum - Hamworthy	PCC & CE Attend	
<b>OCTOBER</b>			
	Black History Month	Tweet	
Tuesday 1 October	International Day of Older People West Dorset Forum – Sherborne Digby Hall	Launch Older Person Advocates PCC & CE Attend	
Thursday 3 October	Keep Safe Event – Learning Disability partnership Board	CE to attend with stand and activity	
Tuesday 8 October	Ferndown Open Day Event – Blue Light	CE to attend with stand and activity PCC Speaking	
Friday 18 <sup>th</sup> October	East Dorset Forum – Verwood Hub	PCC & CE Attend	
Tuesday 22 <sup>nd</sup> October	Victim Focus Group and Surgery - Poole	PCC & CE Attend	
<b>NOVEMBER</b>			
November	International End Violence Against Women Week	<b>Tweet / Blog</b>	
Friday 1 November	Bournemouth Forum – Central Library	PCC & CE Attend	
Friday 8 <sup>th</sup> November	Bournemouth Forum Kinson	PCC & CE Attend	
Monday 11 November	Remembrance day	<b>Tweet</b>	
Saturday 23 <sup>rd</sup>	Reclaim the Night Event - Dorchester	<b>Tweet / Blog</b>	

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November			
Tuesday 26 November	Purbeck Forum - Swanage		PCC & CE Attend
<b>DECEMBER</b>			
Friday 6 December	Poole Forum - Broadstone		PCC & CE Attend
Tuesday 10 December	North Dorset Forum – Gillingham Town hall		PCC & CE Attend
<b>JANUARY</b>			
Friday 10 January	East Dorset Forum – Wimborne		PCC & CE Attend
Tuesday 21 January	WPBC Forum – Weymouth College		PCC & CE Attend
Monday 27 <sup>th</sup> January	Holocaust Memorial Day		<b>Tweet</b>
Friday 24 or 31 Jan	Dorchester HMD Event		Possibly attend if free
TBC	Young People Victim Focus Group		CE & SCCT
<b>FEBRUARY</b>			
TBC	LGBT History Month		<b>Tweet</b>
TBC	No Excuse for Abuse Event - Dorchester		CE attend with stand
Tuesday 4 <sup>th</sup> February	Victim Forum - West		
Friday 24 <sup>th</sup> February	West Dorset Forum - Bridport		PCC & CE Attend
	Bournemouth Forum - Winton		PCC & CE Attend
<b>MARCH</b>			
Sat March 1	Dorset Womens Day - Dorchester		Send information/ Tweet
March	International Womens Day		TWEET
Friday 14 <sup>th</sup> March	Christchurch Forum - Mudeford		PCC & CE Attend
Tuesday 18 <sup>th</sup> March	North Dorset Forum – Sturminster		PCC & CE Attend
Friday 21 <sup>st</sup> March	Poole Forum - College		PCC & CE Attend
Monday 24 <sup>th</sup> March	West Dorset Forum - Dorchester		PCC & CE Attend

# 2013-14 PCC Public engagement meeting attendance

